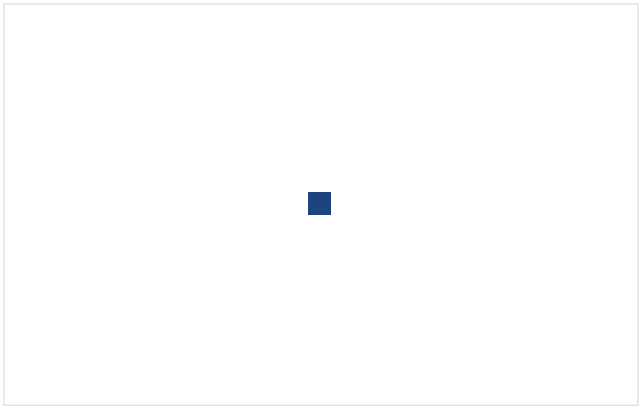
rangeRoamer

User Guide verson 2.0

Welcome!

Please read your personalized guide:



rangeRoamer

Table of Contents:

Installing and Testing your SIM card: 3
Turn on Phone: 3
Test your phone: 3
When you call out, the phone calls you back: 3

Calling OUT: 4
Dial all Calls as International 4
Italy is Different: 4

Receiving Calls IN: 5
Receiving Calls from anywhere else 5

Text Messaging: 6
Free Texts from website: 6

Voicemail Setup & Shortcuts 7
To Call your Voicemail: 7

Buying Airtime 8
Buy Airtime Online: 8
Consider Auto-Recharge: 8
Activate it Online: 8
Buy Airtime from your phone: 8
Switch to Postpaid: 8

Online Account Benefits: 9
View Itemized Call Charges: 9
View Billing History: 9
Update Email: 9
Update Credit Card: 9
Multiple Lines Management: 9

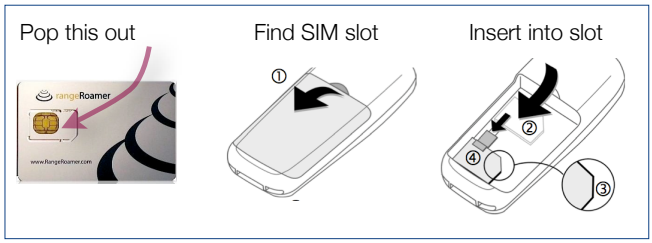
Advanced Features 10
Changing Networks 10
Data Service 10
Call Forwarding - Receive calls made to your US cell phone 10

Troubleshooting 12
Troubleshooting Installation & Testing: 12
My phone says “no service” 12
I’m not receiving phone calls 12

Contact Us 12

Installing and Testing your SIM card:

Install into phone:



Turn on Phone:

Turn on your cell phone and your phone will register to the closest GSM network in range.

Note: this could take a few minutes. When done, you will see AT&T, T-Mobile, CC 410 310, or similar. For additional help, see pg. 8

Test your phone:

Make a call from your RangeRoamer cell phone to another number in the US, such as your home phone.

1. Call a landline phone as follows: 00 + 1 + area code + number.

2. Wait for your RangeRoamer phone to ring, and then answer the incoming call.

3. After a short free message telling your available minutes, your landline phone should ring. **DO NOT** pick up the receiver on your landline phone so that you do not have to pay for a connected call (currently $3.00 per minute in the US.)

Note: If you wish to try the reverse, you can call from the landline to your RangeRoamer toll-free or international number. Do not answer the RangeRoamer phone when it rings unless you are willing to pay the minute charge for this connected call.

When you call out, the phone calls you back:

1.	2.	3.
Dial the number you want to call	**Wait about 5 seconds**	**Answer the in-coming call**
Press the TALK/ SEND button on your phone to call	your phone screen will say “call has been modified”	You’ll hear a quick announcement and then be connected

---You are done testing---

Calling OUT:

Dial all Calls as International

RangeRoamer follows the global dialing standard and it is your responsibility to familiarize yourself with it. You are traveling abroad. The “American way” of dialing won’t work on a rangeRoamer phone.

No matter where you call from, you have to dial all calls with the full international prefix of 00 , then the country code, and then the city code and phone number. These dialing rules are consistent globally, meaning that you always dial the same way regardless of where you travel with this service.

EXAMPLE: Call To USA:

Calling to New York area local number 212 123 1234

Yes: 00 - 1 - 212 - 123 - 1234

No: 212 - 123 - 1234
No: 1 -212 - 123 - 1234
No: 00 - 212 - 1234 - 1234

00 is the international prefix, 1 is country code for USA, 212 is NYC.

EXAMPLE: Call To UK:

Calling to London local number 020 7231 1001

Yes: 00 - 44 - 20 - 7231- 1001

No: 00 - 44 - 020 - 7231 - 1001
No: 020 - 7231 - 1001
No: 7231 - 1001

00 is the international prefix, 44 is country code for the UK, 020 is the city code for London, and the rest is the local number you’re calling.

Note: Germany, Spain, France, and most other countries follow the above rules, i.e.. if the local number starts with a 0, dial the country code, but then skip the zero. For more help, see pg. 9

Italy is Different:

In Italy the 0 in the city codes SHOULD be included.

Yes: 00 - 39 - 06 - 1234 - 1234

The city code for Rome is 06, and you would include the 0 even though that is not how it’s done in any other European countries.

Receiving Calls IN:

Your phone will ring. Just answer it to receive the incoming call.

Receiving Calls from USA or Canada

People can call you as follows:

Free for them: 1-8xx-xxxx

Note: this will cost you $0.69 per minute. Essentially, you're paying for them to call you.

Receiving Calls from USA or Canada

People can call you as follows:

Free for you*: 011-372-

5xxxxxxx

Note: in 40 countries (see appendix,) you'll receive incoming calls free. The caller will pay international call charges to Estonia Mobile (+372).

Receiving Calls from anywhere else

Although it may be possible to receive calls via your US toll free number from many countries, these calls would not be toll-free for them or for you. We therefore recommend that your international contacts reach you on your European (+372) Estonia mobile number.

Free for you*: + 372-

5xxxxxxx

Note: (+) is the international symbol for 'international call'. 372 is the country code of Estonia.

Examples:

From Europe & Most of World: 00 372 5xxxxxxx

From Australia: 0011 372 5xxxxxxx

From Japan: 010 372 5xxxxxxx

***Free incoming Call countries:**

Aruba, Australia, Austria, Azerbaijan, Belgium, Chile, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Georgia, Germany, Greece, Iran, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Latvia, Lithuania, Mongolia, Netherlands, Netherlands Antilles, Norway, Palestine, Poland, Russia, Seychelles, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Turkey, United Arab Emirates, United Kingdom

Text Messaging:

Receiving Texts

People can text you as follows:

Free for you: 011 - 372 - 5xxxxxx

Note: Receiving texts is free wherever we have service.

Sending Texts

from anywhere you have service worldwide

49¢ each: 00- 1 - ten digit number

Sprint & Verizon Issues:

Depending on where you are, text messaging may not work reliably with Sprint or Verizon. This is not within our control and is due to incompatibilities between GSM and CDMA technologies.

Sending / Receiving Texts from / to elsewhere worldwide:

Follow standard international dialing procedures, see page 3

Free Texts from website:

You can receive messages on your standard European number or toll-free number from the

www.rangeroamer.com/sms/send-sms.aspx page.

These texts are free to send and free to receive.

Voicemail Setup & Shortcuts

Voicemail activation and deactivation are free, but per minute fees apply. We recommend you set up voicemail after your departure, otherwise fees of up to $2.99 per minute will apply from the US.

Activating Voicemail:

Voicemail is deactivated by default. To activate, dial 091

Activate: 091

Note: activation is free, but you will use up minutes whenever people leave you messages as well as when you retrieve your voicemail.

To Call your Voicemail:

There is no password.

Listen to your Messages:

095

Note: checking voicemail is not free. You pay the outbound per minute rate for the country you're in, typically $0.69 per minute in Europe but $2.99 per minute in the USA.

Recording Greeting: OPTIONAL

If you don't record a custom greeting, a generic female voice will say, "You have reached 3 7 2 5 x x x x x x, you may leave a message after the tone." To record a greeting, call your voicemail and follow the prompts.

Voicemail Short Codes	
090	deactivate voicemail (messages remain)
091	activate voicemail
094	FREE - Check # of new messages
095	Call voicemail.

Note: You pay outgoing rate per minute.

Voicemail Tips:

Navigating your voicemail is the same as US voicemail standards. Press 7 to delete a message, and 9 to save a message, for example.

Buying Airtime

Buy Airtime Online:

Log into your online account and click "recharge." All recharges are conducted immediately and are charged to your credit/debit card on file.

web: www.rangeroamer.com

Note: You can purchase in **$10 to $500** increments online.

Consider Auto-Recharge:

Auto-recharge will automatically buy airtime for you as needed in the increments you set. Whenever your balance falls below $10, a precisely timed automatic purchase will ensure uninterrupted service.

Activate it Online:

Your Auto-Recharge Settings:

Minimum Balance	$15.00
Auto-Recharge Amount	$50.00

Note: You can also call 1-888-762-6373 or email support@rangeroamer.com to activate auto-recharge

Buy Airtime from your phone:

1. Locate the RANGEROAMER menu option in your cell phone menu system, (under "Extras" or "Office Tools")

2. Choose the ADD CREDIT option.

3. A screen saying "Please enter PIN" appears. Enter the last 4 digits of the credit card number used to purchase your SIM card, then a star (*), then the dollar amount you wish to add. For example, If your last 4 credit card digits are 2112, and you wish to add $50 of airtime, you would enter 2112*50

4. wait about 15 seconds. Go to your home screen. Dial 099 to see your new balance.

Switch to Postpaid:

If you're out of minutes and traveling we will, at our discretion, automatically switch your account to post-paid mode. You will be able to continue making and receiving phone calls, and we will just bill you for your additional calls at the end of the upcoming month.

Note: You can opt-out of postpaid conversion by contacting support. However, your phone will not function when its balance is $0.

Online Account Benefits:

View Itemized Call Charges:

To log in to your account, go to www.rangeroamer.com and click on the myaccount link on the top-right of the page. Then enter your email address and password. If you do not know your password, you can click the “I forgot my password” link and a new one will be sent to you. After logging into your account, click on the “call records” tab, choose the date range, and click submit.

2006-04-12 10:50:45	RR Out	372531[redacted] Germany Mobile D1 NET	9722295[redacted] Israel Palestine	0	$0.00
2006-04-12 10:48:23	RR In		3725310[redacted] Germany Mobile D1 NET	2	$0.00
2006-04-12 10:48:18	TF	800562[redacted]	011372531[redacted] Estonia - Cellular	2	$1.38
2006-04-12 10:44:57	RR Out	372531[redacted] Germany Mobile D1 NET	1646241[redacted] USA New York	3	$1.8
2006-04-12 00:07:08	RR In		3725310[redacted] USA Wisconsin	0	$0.00

View Billing History:

Itemized billing history and invoices are also available by clicking “billing history.”

Update Email:

Keep your email up-to-date to receive rate change notices and other occasional information.

Update Credit Card:

We bill the credit card on file for your airtime, and, if you exceed your purchased airtime, any additional minutes you use. If your credit card is not valid, your phone may be disabled at any time.

Multiple Lines Management:

If you wish to purchase multiple rangeRoamer phone lines such as for business use, we can set you up with a multi-line online account management system. There is no charge for this feature. Please email support@rangeroamer.com for more information.

Advanced Features

Changing Networks

If you’re having performance issues, choose a different network to roam on. Regardless of carrier chosen, you are billed the same rates.

Phone Type	Changing Networks
Siemens	Menu --> Setup --> Network --> Auto Network Selection Press "Change" to switch to Manual Network Selection. Then scroll down one more to "Choose Network". Select that, then press "Yes", and it will propagate a list of all of the carriers in your area. Select a different network than the one you were on and press "Select." Your phone will then register with the new network.
Motorola	Menu --> Settings --> Network --> Network Setup The settings should be: Set Bands to "Automatic", Set Network selection to "Manual", Speed set to Medium. Then press "Done" and the phone will propagate a list of all of the carriers in your area. Select a new carrier to register with a new network.
T-Mobile	Dial *21* followed by your RangeRoamer toll-free number followed by #

Data Service

GPRS and 3G data service is supported in over 40 countries. The rates are very expensive (sometimes over $20 per meg) but it does work. Email support@rangeroamer.com to request data service activation. We will send a configuration SMS to your phone for automated config. For manual configuration, enter APN: send.ee , username: 3725xxxxxxx (your phone number), and leave the password blank.

Call Forwarding - Receive calls made to your US cell phone

If you want all the calls that go to your US cell phone number to be forwarded to your RangeRoamer cell phone while you are overseas, you can set up call forwarding. This is done on your US cell phone.

Your Carrier	To Activate Call Forwarding	To Deactivate Call Forwarding
Verizon, Sprint	Dial *72 followed by your RangeRoamer toll free number.	Dial *720
AT&T	1. Go to Menu --> Settings --> Call Settings --> Forwarding 2. Select the appropriate Forwarding option.	1. Go to Menu --> Settings --> Call Settings --> Forwarding 2. Select Cancel.
T-Mobile	Dial *21* followed by your RangeRoamer toll-free number followed by #	to deactivate call forwarding, dial ##21#

Note: do not forward your calls to your 372 number. Forwarding is not free, and RangeRoamer is not responsible for call charges that appear on your US cell phone bill

Country Codes:

Australia	61	France	33	Netherlands	31
Belgium	32	Germany	49	New Zealand	64
Brazil	55	Greece	30	Norway	47
Chile	56	India	91	Russia	7
China	86	Ireland	353	Spain	27
Egypt	20	Italy	39	Turkey	90
Finland	358	Kuwait	965	UAE	971
		Malaysia	60	UK	44
				USA	1

Dialing Cheat Sheet:

Call USA	0 - 1 - 212 - 111 - 2222
Call UK Land	00 - 44- 20 - 1234 - 1234
Call UK Cell	00 - 44 - 79 - 1234 - 1234
Call France Land	00 - 33 - 20 - 1234 - 1234
Call France Cell	00 - 33 - 79 - 1234 - 1234
Call Italy Land	00 - 39 - 060 - 1234 - 1234
Call Italy Cell	00 - 39 - 79 - 1234 - 1234

Contacting Support:

From your cell	0 9 6
From other phones	00 - 1- 303 - 111 - 2222

Changing Phone Networks:

If you're having performance issues, try this:

SIEMENS	Menu --> Setup --> Network --> Auto Network Selection Press "Change" to switch to Manual Network Selection. Then scroll down one more to "Choose Network". Select that, then press "Yes", and it will propagate a list of all of the carriers in your area. Select a different network than the one you were on and press "Select." Your phone will then register with the new network.
MOTOROLA	Menu --> Settings --> Network --> Network Setup The settings should be: Set Bands to "Automatic", Set Network selection to "Manual", Speed set to Medium. Then press "Done" and the phone will propagate a list of all of the carriers in your area. Select a new carrier to register with a new network.

Short Codes:

096	**CALL SUPPORT**	091	ACTIVATE VOICEMAIL
099	CHECK BALANCE	090	DEACTIVATE VOICEMAIL
		094	FREE VOICEMAIL QUERY
		095	CHECK VOICEMAIL

RangeRoamer Menu System

Located under Tools, Extras, or Office, you will find a RangeRoamer menu. This can be used to check balance, add credit, send text messages, contact support, and more.

Troubleshooting

How People Call you on your European

From Europe & Most of World	00 372 5xxxxxxx or + 372 5xxxxxxx
From the US	011 372 5xxxxxxx
From Australia	0011 372 5xxxxxxx
From Japan	010 372 5xxxxxxx

Contacting Support:

From your cell	0 9 6
From other phones	00 - 1- 303 - 111 - 2222

Troubleshooting Installation & Testing:

If you instead receive an error message such as "insert SIM card" or "SIM card error," please double-check to make sure you have inserted the SIM properly into your phone, and not backwards or upside down.

My phone says "no service"

This means you are not in a coverage area. Please give your phone up to 10 minutes to find a network. If there is still "no service" after this time, then no signal can be found where you are located.

My phone says "access denied"

Your phone is completely out of airtime. You must go online to add more minutes.

When I dial out, I don't receive a call-back. My phone does nothing.

You are dialing the number incorrectly, or are out of funds. Please double-check the number according to the calling rules provided. The callback should occur within 10 seconds of the initial dialing.

I'm not receiving phone calls

If you are out of funds, you can only receive calls if you are in a country with free incoming calls and the person calling you is doing so on your international number.

Contact Us

By Mail:
We accept parcels at this location as well:

ChitChat Communications, Inc.
Attn: RangeRoamer
2332 S Michigan Ave, Suite 402
Chicago, IL 60616
USA